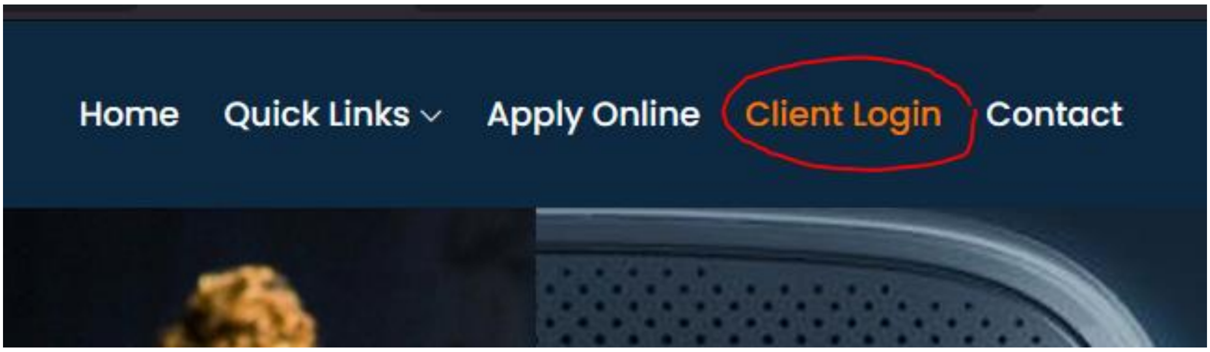
CapeConnectInternet
Fibre Optic & Wireless

CLIENT PORTAL AND APP GUIDE

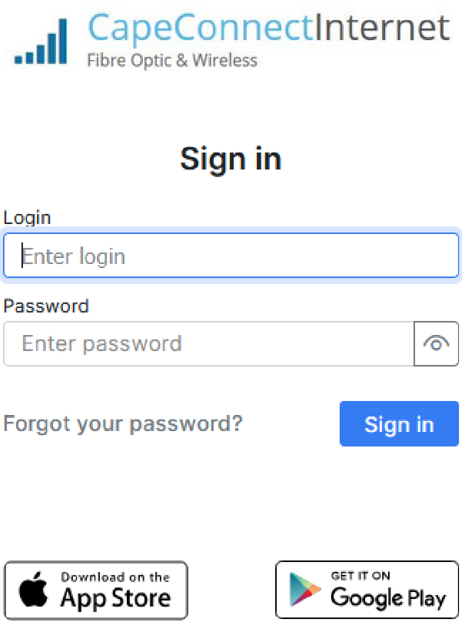
Our client app and client portal use the same login details. These are sent to you when your profile is active on our system. You can change these after you have logged in for the first time.

Our portal page can be accessed from the top of our website here:

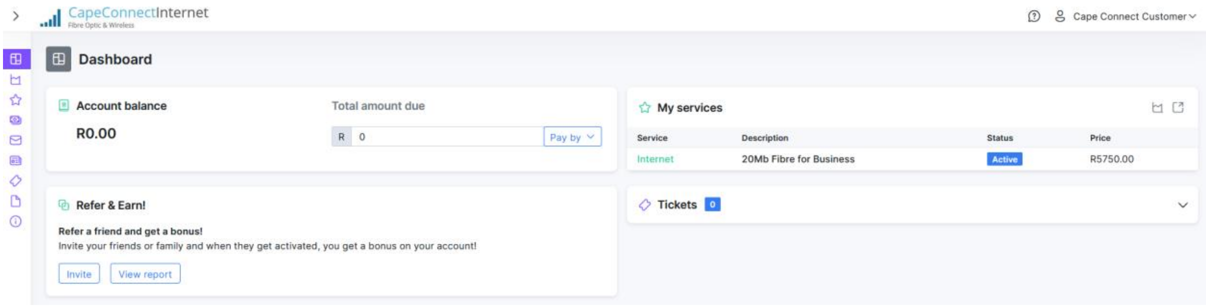


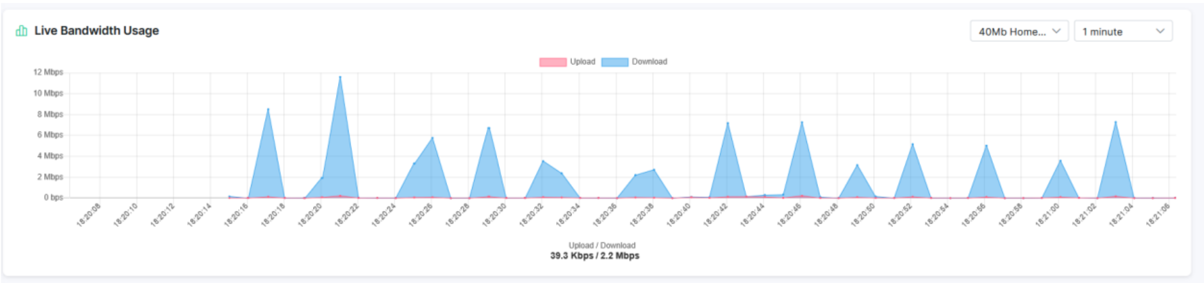
Clicking on this link will take you to our portal page.

To download the client app, click one of the links below the login area – either for Android or Apple.



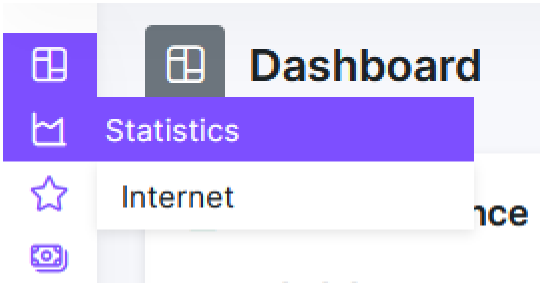
Use your login details to access your account and service information. Your dashboard will show your current account balance, your active services, their monthly costs, your referral link and any tickets you have opened. There is also a live bandwidth use graph to show your current upload and download traffic.



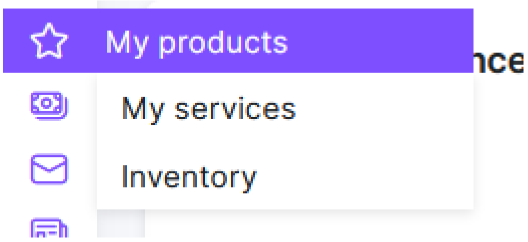


There are a number of options to the left to see information regarding your service and billing.

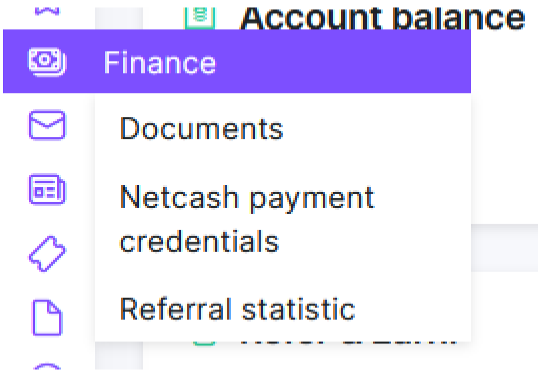
The “Statistics” tab shows live data regarding your connection – what your use is per day, your IP addresses, your total use per period, etc.



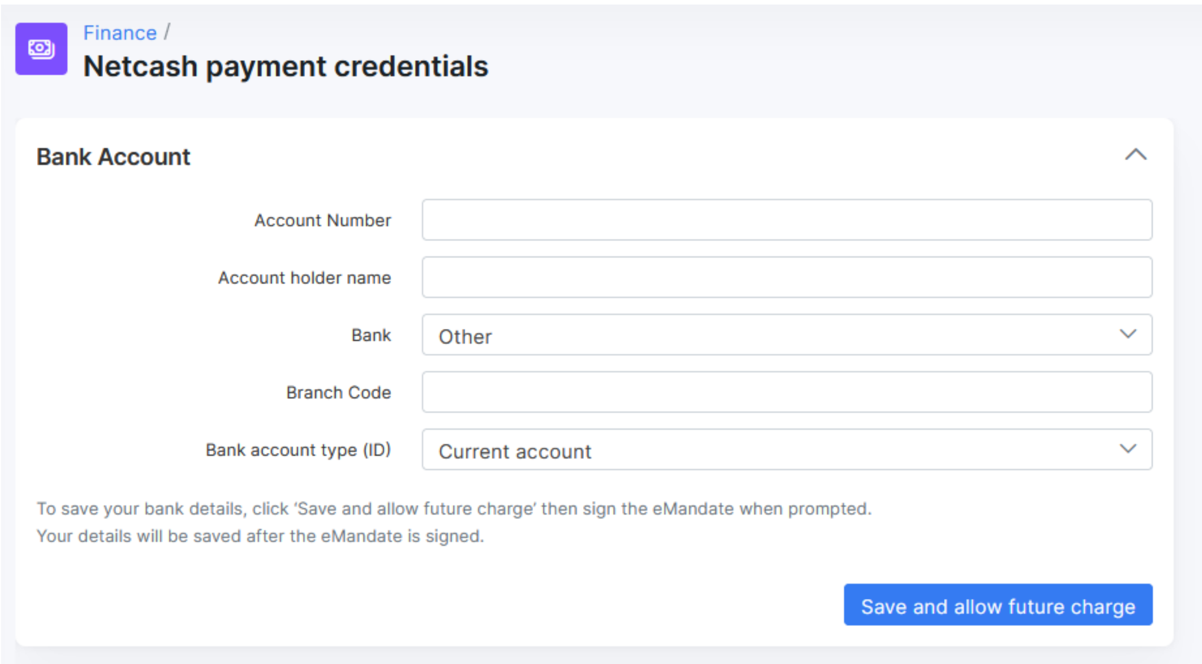
The My Products tab shows your services, and any devices you have bought or had supplied from us that are assigned to your profile.



The Finance tab lists your Finance documents (invoices, receipts, credit notes), your debit order details and your referral statistics.



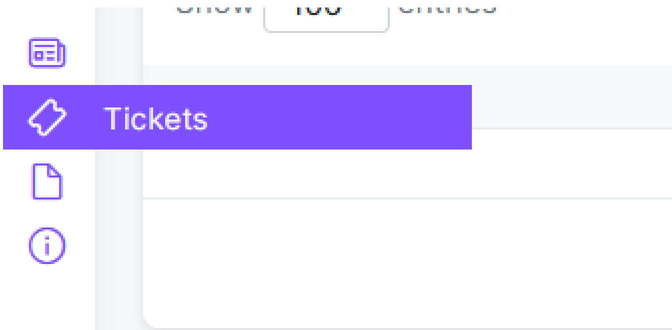
“Netcash payment credentials” lists your current debit order, but is also used to update your debit order details or sign up for a debit order if you have been paying manually.



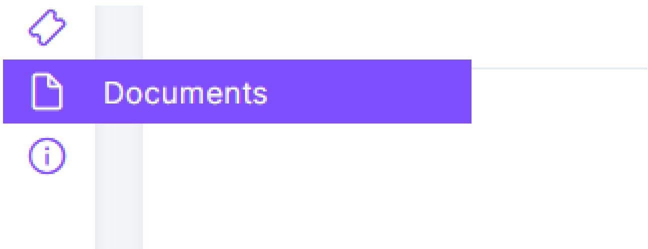
All our debit orders are now self-managed. To change your debit order date or bank details, please remove any account that is saved in this section, then re-enter your bank details and choose the date you wish the debit order to run. Click “Save and allow future change”. Netcash will then request you to electronically sign the debit order mandate, which is processed directly with their services.

“Messages” contains any messages sent from us to your app or portal profile, such as the example sent to Frogfoot clients regarding a 2026 price increase below.

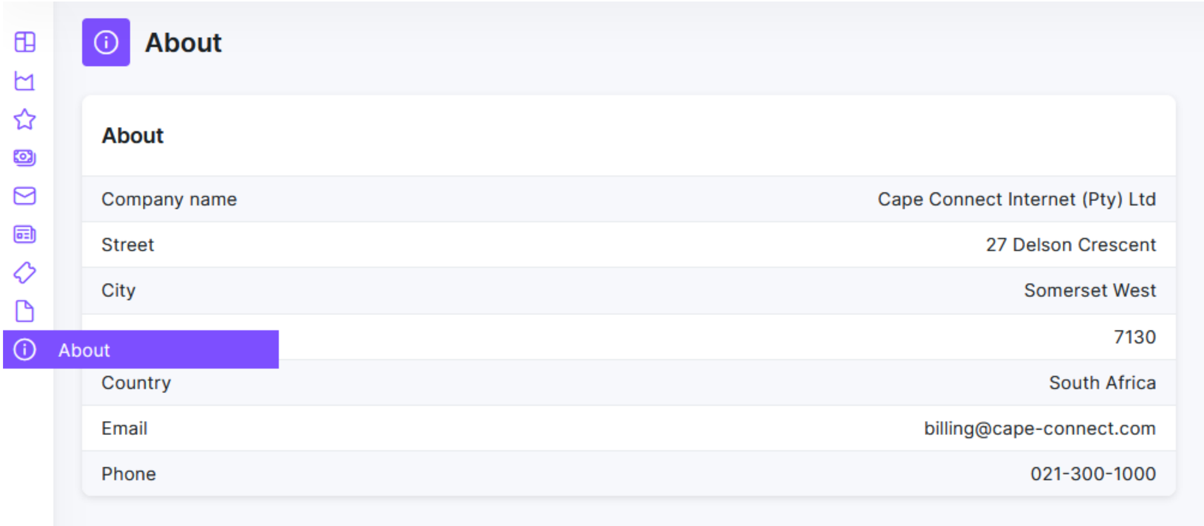
“Tickets” shows any support tickets or queries you have sent to us, and will indicate whether they are open, resolved or being worked on.



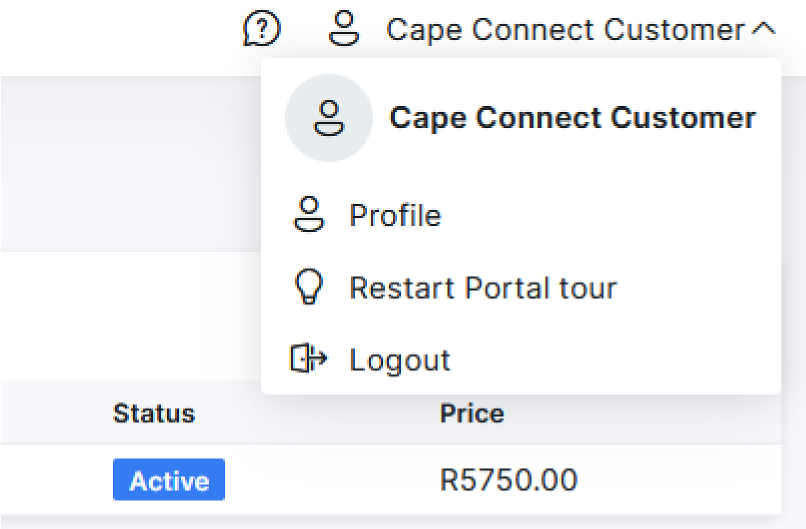
If we have uploaded any documents to your profile, you will find them under the “Documents” tab.



“About” provides our company details.

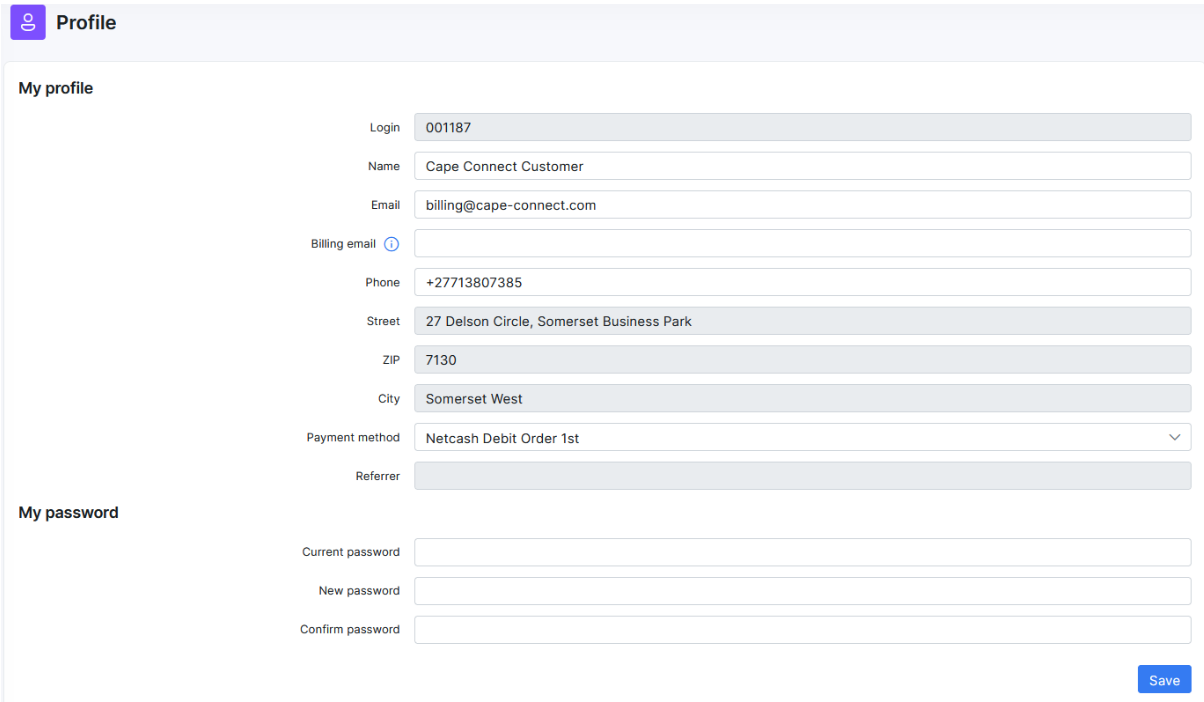


At the top right of your app or portal page are your profile and help links.

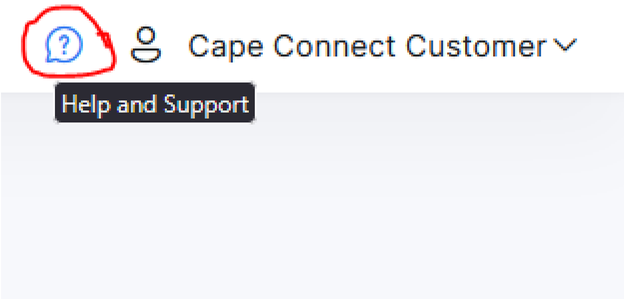


“Restart Portal tour” takes you through the various portal and app features automatically.

The “Profile” link shows your current details on our system, which you can update if your contact number, your email address etc changes.



“Help and Support” is used to contact us, to open a ticket for support or to ask a question.



Choose from our “Type” drop down options on this screen to reach the right person.